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ABSTRACT

In collaboration with a county hospital and two local government planning offices, Greenfield Community College (GCC) conducted a survey of 1,200 randomly selected residents of Franklin County, Massachusetts, to obtain a demographic profile of area citizens and to identify their needs in the areas of postsecondary education, health care, transportation, and government services. The survey was conducted in two parts. First, a 34-item questionnaire was mailed to respondents soliciting: (1) demographic information, such as family size, gross income, employment status, educational background, type of transportation used, and shopping patterns; and (2) opinions concerning area health care needs, mass transportation, future industrial development, and the quality of service provided by GCC. Then, respondents were interviewed at home or by telephone to obtain their answers to 20 open-ended questions about the services GCC should provide, the improvements that should be made in area health care, and the adequacy of local government services. The survey report details methods and procedures, reports response rates for each of the two survey parts, and summarizes findings under six headings: county demographics; transportation; work and shopping patterns; attitudes concerning business, industry, and government; educational needs; and health care needs. (JP)

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ED198842

A COMMUNITY NEEDS ASSESSMENT FRANKLIN COUNTY, MASSACHUSETTS

A COLLABORATIVE SURVEY
Sponsored by:

Greenfield Community College

The Town of Greenfield

The Franklin County Planner's Office

The Franklin County Public Hospital

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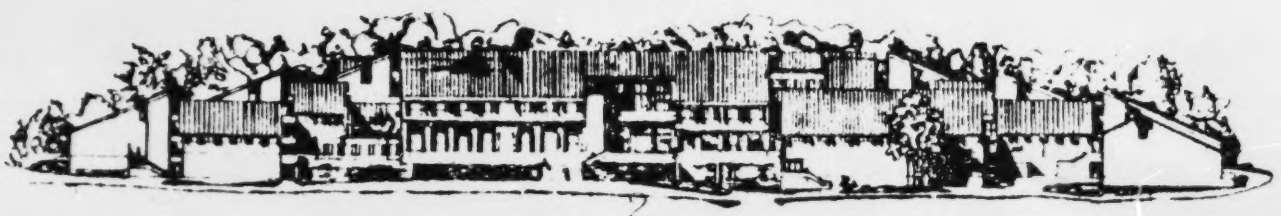
Greenfield Community College



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This project was initiated through the efforts of Nancy L. Goodwin, President of Greenfield Community College. She headed up the task force that planned, organized and developed the project.

Andrea McAuslan was involved in the initial phases of the project. She worked with the interviewers, arranged their schedules, and acted as a liaison between the project interviewers and the project staff.

In addition to typing this report, Luella McLaughlin, Secretary to the President, provided valuable assistance by helping to edit, arrange, and lay out this report. Her patience, skills, and energies made it possible to complete this report.

The data gathering process was completed by Donald Grogan and Judith Matthews, students of Greenfield Community College. Don and Judy spent many hours compiling the data from the survey instruments. It is estimated that this report reflects approximately 200,000 response items that were collected, compiled and arranged in this report.

The time to complete the data gathering process was longer than projected. The response rate was lower than anticipated. During the interviewing process there was a turnover of interviewers--that, too, was not expected.

A special thanks to those people of Franklin County who were supportive of this project. They provided the basis for the development of the report. This report is a reflection of the people of Franklin County.

Portions of this report were financed in part through a Comprehensive Planning Grant from the Department of Housing and Urban Development CPA-MA-01-06-1105, a grant from the Town of Greenfield, and a grant from the Franklin County Public Hospital

CONTACT PERSONS IN PARTICIPATING AGENCIES

This project was a collaborative activity that involved the efforts of people from several agencies of the Franklin County area. The persons representing the participating agencies are:

CONTACT PERSON	PARTICIPATING AGENCY
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INTRODUCTION

Greenfield Community College, in coordination with the Franklin County Planner's Office, The Town of Greenfield Planner's Office, and the Franklin County Hospital, conducted a community needs assessment designed to obtain data from persons residing in Franklin County.

The project is an outgrowth of needs expressed by the cooperating agencies to gather information from the residents of Franklin County that had not been previously collected or available. It was felt that an important ingredient for planning for the future of Franklin County is public opinion and demographic data. Based on that premise, the cooperating groups conducted a survey during the Summer of 1979 to obtain information about various issues concerning the Franklin County area, and pertinent demographic information currently not available from any institution or agency serving the needs of the community and the residents of Franklin County.

METHODOLOGY

A scientifically selected sample of the population was based on a stratified random selection procedure. (See Tables 1 and 2.) A survey instrument was developed through the combined efforts of the participating agencies. The instrument was composed of and administered in two parts:

Part One: A cover letter explaining the project (See Appendix A) was included along with Part I of this survey (See Appendix B) and was mailed to the respondents to complete in the privacy of their homes. A self-addressed return mail envelope was included. The returned envelopes were addressed to Greenfield Community College. Part I of the survey contained 34 questions dealing with demographic and other items such as family size, number of residents, how many years of residence in the household, gross income, employment status, educational level, type of transportation used, and opinion questions. For the most part, questions were arranged in discrete

categories that could easily be checked off by the respondents and returned.

Part Two: This part of the survey (See Appendix C.) was administered by a combination of personal and telephone interviews. It contained 20 open-ended questions that were designed to gather opinions, perceptions, attitudes and other information from the respondents (sample population). The questions were used to gather data about health care services, educational needs, transportation, government services, personal needs, and the needs of the Franklin County community.

After the respondents returned Part I of the survey by mail, the respondents were subsequently contacted by telephone by the interviewers for two reasons: (1) to encourage them to complete and return Part I of the survey, and (2) to establish a mutually convenient time for a home interview. If a home interview was not acceptable to the respondents, a structured telephone interview was used as an alternative data gathering procedure. The primary mode of gathering data for Part II of the needs assessment, however, was the home interview.

THE INTERVIEWERS

Prospective interviewers were screened and selected by a task force that was headed by Nancy L. Goodwin, President of Greenfield Community College. Those selected to be interviewers were trained in the techniques of conducting personal and telephone interviews.

REPORTING THE DATA

The data have been summarized and categorized for ease of understanding, analyzing, and using it for informational and/or planning purposes. The primary way that the data are displayed are in the tables as follows:

Rank - Indicates the order of items based on the number of times that the respondents identified a particular item. The ranking is based on: (1) highest frequency of responses, (2) next highest, and so on.

Frequency of responses. This represents the total number of times that a response was given to a particular item. In some cases, questions were asked that directed the person being interviewed to give one or more responses to a question. It is for that reason that the frequency of responses to some questions is greater than the number of respondents.

Percentage-Except where noted, the percentage represents the relationship between the number of responses for an item and the total number of frequency responses.

The report is primarily descriptive in nature and is not presented in an analytical format. The data is displayed through the medium of tables without any analysis or reference as to its implications for future use. Decisions about the use of the data are to be done at the discretion of each agency participating in this project.

Since some of this information is insightful in nature and reveals characteristics, life styles, personal opinions, and attitudes of the respondents, their identity remains anonymous and confidential. That was expressed in the initial communication to the respondents.

This report combines the data from all Franklin County towns into one report. Where there are recommendations that apply to specific towns as in several of the questions, the data reflects only those sub-groups of the sample population and not the total sample population.

LIMITATIONS OF THIS SURVEY

This survey is not analytical; it is primarily descriptive. The report does not make any generalizations or conclusions about the implications of the data. The report is a compilation of the responses that were gathered.

That was the original goal of this project and its limitations are recognized.

The open-ended questions that are identified in Part II of this survey were not designed to solicit discrete answers (i.e., Yes or No, Years of Residence, etc.) In order to compile the data in the open-ended questions, those responses that were similar were put into general categories.

In some instances, the respondents used different words to say the same thing. In the case of inflation, for example, some people said prices were high, others said their pay was low, while others said that they were having trouble making ends meet. In all cases these responses were categorized under the descriptive "inflation."

In the final preparation of this report, that process was used for the convenience of making the report manageable, readable, and understandable.

Another limitation of this report is that it does not make any comparison between Franklin County and any other county with similar characteristics.

FUTURE DIRECTIONS - ADDITIONAL RESEARCH

The data in this report combined with the users personal knowledge and data collected from other surveys and studies in the Franklin County area, will provide a useful base of data for decision making purposes. Future consideration may include:

Comparative Studies Between Franklin County and Other Counties

Any future studies of this type could be designed in a manner that enables the users to make a comparative analysis of those county characteristics, demographic data, attitudinal data, and opinions that are reflected in this report with similar data from other counties.

Longitudinal Trend Analysis

Another idea for future studies is to utilize this data and run a longitudinal trend analysis of Franklin County. This would allow planners to develop a profile of where the county was in the past,

where it is now, and where it hopes to be in the future. Trends could be identified, and projections can be developed utilizing that concept.

PROJECT UNIQUENESS

This project was a unique and exciting cooperative venture involving Greenfield Community College, The Franklin County Public Hospital, The Franklin County Planner's Office, and the Greenfield Planner's Office. This type of cooperative effort is not typical of community needs assessments that are conducted. After reviewing the publications accessed through a free text computerized literature search utilizing the description "Community Needs Assessment" through the Educational Resources Information System (ERIC), a national informational dissemination network, the following observations are offered. For the most part, community needs assessments are conducted under the sponsorship of one or possibly two agencies. Usually the type of information that is gathered through the category of needs assessments is in specific areas such as educational needs assessment, health care needs assessment, marketing trend analysis, manpower projections, and in many instances, community attitudes relating to specific issues. This project is unique in that several agencies combined a variety of needs to be assessed into one project. This approach has brought about a cost effective collaborative effort that saved unnecessary duplication, overlapping and use of the valuable energies of those who have worked together to develop this report.

The following part of the report is divided into sections relating to identified categories of information. The projected and actual population sample will enable the reader to have an idea of the distribution of the respondents by town. The information is in the following section of the report.

TABLE 1

PROJECTED RESPONDENTS TO BE SURVEYED

	Total Population in Franklin County	Total Adult Population	Projected Number To Be Surveyed
Ashfield	1,274	799	24
Bernardston	1,659	1,017	30
Buckland	1,882	1,214	37
Charlemont	897	608	18
Colrain	1,420	905	27
Conway	998	657	20
Deerfield	3,850	2,606	78
Erving	1,260	819	25
Gill	1,100	696	21
Greenfield	18,166	12,735	376
Hawley	224	133	4
Heath	1,005	640	20
Leverett	1,005	700	20
Leyden	376	223	7
Monroe Bridge	175	125	4
Montague	8,451	5,738	170
New Salem	320	221	7
Northfield	2,631	1,523	46
Orange	6,104	3,980	120
Rowe	277	190	6
Shelburne	1,830	1,257	38
Shutesbury	489	323	10
Sunderland	2,236	1,722	49
Warwick	492	367	11
Wendell	405	261	8
Whately	1,145	805	24
Total	59,661	40,264	1,200

TABLE 2

ACTUAL NUMBER OF RESPONDENTS SURVEYED

	Completed Only Part I of the Survey	Completed Only Part II of the Survey	Completed Both Part I & Part II of the Survey	Total Number of Respondents Who Participated in the Survey
Ashfield	1	6	15	22
Bernardston	1	17	10	28
Buckland	0	20	12	32
Charlemont	3	2	4	9
Colrain	4	7	9	20
Conway	3	9	9	21
Deerfield	7	23	35	65
Erving	3	3	0	6
Gill	2	7	7	16
Greenfield	44	93	126	263
Hawley	1	1	0	2
Heath	4	0	5	9
Leverett	3	6	4	13
Leyden	0	1	5	6
Monroe Bridge	0	2	0	2
Montague	21	27	33	81
New Salem	0	3	2	5
Northfield	3	2	16	21
Orange	21	10	7	38
Rowe	0	1	3	4
Shelburne	6	7	15	28
Shutesbury	1	3	0	4
Sunderland	3	12	20	35
Warwick	2	3	0	5
Wendell	1	2	0	3
Whately	3	8	11	22
Total	137	275	348	760

Based on the projected level of 1,200 respondents for Franklin County and a return of 760 respondents, the rate of return is 63.33%.

SECTION 1

COUNTY DEMOGRAPHICS AND PERCEPTIONS TOWARDS SELECTED QUESTIONS

TABLE 3

NUMBER OF RESIDENTS PER HOUSEHOLD
BY FREQUENCY AND PERCENTAGE

NUMBER OF RESIDENTS PER HOUSEHOLD	FREQUENCY	PERCENTAGE
1	63	13 %
2	180	36
3	100	20
4	102	20
5	34	7
6	13	2
7	4	<2
8	2	"
9	1	"

TABLE 4

AGE DISTRIBUTION BY NUMBER OF RESIDENTS
PER HOUSEHOLD BY FREQUENCY AND PERCENTAGE

Age Distribution	Frequency of Residents for Household by Age Distribution (1)	(2)	(3)	(4)	(5)	Total Frequency	Percentage
Less than 10 years old	75	62	12	3	1	153	16 %
11 - 20	67	32	15	3	1	118	13
21 - 30	114	64	2			180	19
31 - 40	86	55				141	15
41 - 50	55	44				99	11
51 - 60	64	42				106	11
Over 60	66	73				139	15

TABLE 5

GROSS INCOME BEFORE TAXES
BY FREQUENCY AND PERCENTAGE

Gross Income Before Taxes	Frequency	Percentage
Less than $5,000	30	5 %
$ 5,000 - $9,999	61	10
$ 9,000 - $14,999	107	18
$15,000 - $19,999	106	18
$20,000 - $24,999	187	32
Over $25,000	97	17

TABLE 6

RESPONSES OF PEOPLE WHO INDICATED OWNERSHIP OF THEIR OWN HOME/APARTMENT BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	284	83 %
No	59	17

TABLE 6A

RESPONDENTS' ATTITUDES TOWARDS SATISFACTION WITH THEIR HOME/APARTMENT BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Favorable	368	90 %
Unfavorable	42	10

TABLE 7

NUMBER OF YEARS RESPONDENTS LIVED AT THEIR PRESENT RESIDENCE BY FREQUENCY AND PERCENTAGE

Ranges of Years of Residence	Frequency	Percentage
1 - 5	213	47 %
6 - 10	74	17
11 - 15	45	10
16 - 20	32	7
21 - 25	33	7
26 - 30	21	5
31 - 35	13	3
36 - 40	7	1
41 - 45	5	1
46 - 50	7	1
51 - 55	1	<1
56 - Above	4	1

TABLE 8

NUMBER OF YEARS RESPONDENTS LIVED IN FRANKLIN COUNTY
BY FREQUENCY AND PERCENTAGE

Ranges of Years in Residence	Frequency	Percentage
1 - 5	85	17 %
6 - 10	81	16
11 - 15	22	4
16 - 20	32	6
21 - 25	34	7
26 - 30	43	9
31 - 35	23	5
36 - 40	20	4
41 - 45	23	5
46 - 50	24	5
51 - 55	17	3
56 - 60	50	10
60 - Above	43	9

TABLE 9

EDUCATIONAL LEVEL OF RESPONDENTS
BY FREQUENCY AND PERCENTAGE

Level of Education	Frequency	Percentage
Less than a high school diploma	38	7 %
High School graduate	124	25
Some college but no degree	119	23
Associate Degree	42	8
Bachelor's degree	107	21
Master's degree	35	7
Beyond a master's degree	48	9

TABLE 10

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES OF ACTIVITIES THAT RESPONDENTS PARTICIPATE IN FOR RECREATIONAL PURPOSES

RANKING	INTERESTS	FREQUENCY	PERCENTAGE
1	Swimming	181	29 %
2	Fishing	134	21
2	Gardening	134	21
3	Skiing	86	14
4	Tennis	66	11
5	Camping	63	10
6	Golf	60	10
7	Biking	54	9
8	Hiking	53	9
9	Reading	46	7
10	Hunting	43	7

There were 673 additional responses indicating another 131 recreational interests that the residents of Franklin County participate in as part of their lifestyles.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 11

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR WHAT THE RESPONDENTS PERCEIVED TO BE THE MOST SERIOUS PROBLEMS FACING THE CITIZENS OF FRANKLIN COUNTY

Ranking	Problems	Frequency	Percentage
1	Inflation	227	36 %
2	Energy	114	18
3	Taxes	94	15
4	Employment Related Concerns (i.e. outsiders coming into community to take jobs, lack of jobs, low wages in area, economic climate)	72	12
5	Cost of Oil/Gas	59	9
6	Public Transportation	45	7
7	Loss of Industry	34	5
8	Health	17	3
9	Oil/Gas Shortage	15	2
10	Lack of Economic Growth	14	2

In addition to the above, there were 181 additonal responses that identified 50 other problems that the respondents perceived to be serious.

TABLE 12

RANK, FREQUENCIES, AND PERCENTAGES OF WHAT RESPONDENTS PERCEIVED TO BE THE MOST SERIOUS PROBLEMS FACING THEM AND THEIR FAMILIES

Ranking	Problems	Frequency	Percentage
1	Inflation	268	43 %
2	Cost of Gas/Oil	84	13
3	Energy	36	6
4	Health	35	6
5	None	27	4
6	Employment	21	3
6	Taxes	21	3
7	Energy Shortage	18	3
7	Low Income	18	3
8	Interfamily Relations	15	2
9	Education	14	2
9	Property tax	14	2
10	Transportation	13	2

An additional 91 responses identified another 35 major problems that faced respondents and their families. The responses ranged from the welfare system, apathy, housing, elderly problems, interfamily relations, juvenile delinquency, the judicial system, loneliness, survival, low morality, and problems of rape to problems of parking, zoning, and snow removal.

SECTION 2

TRANSPORTATION INFORMATION

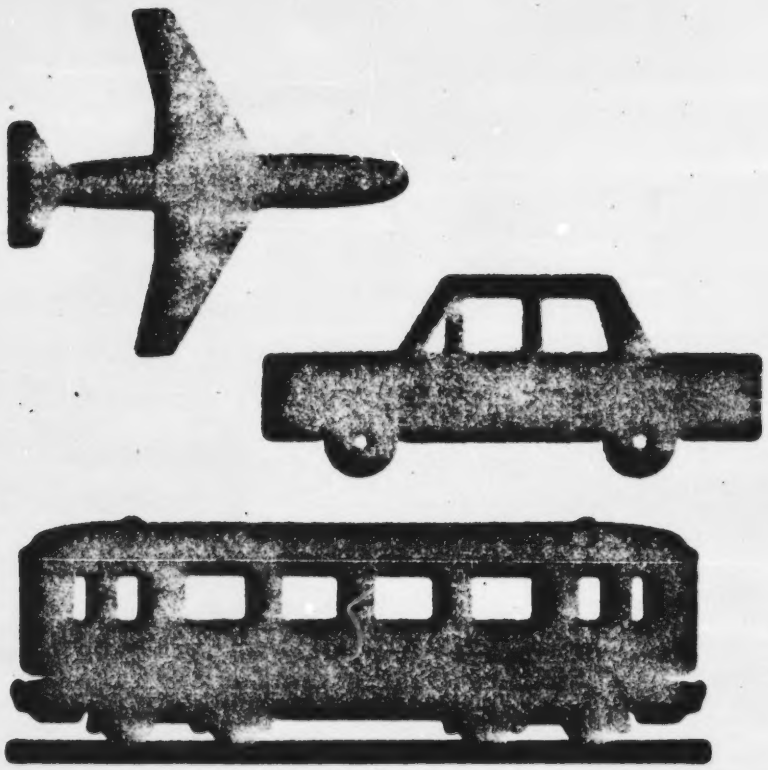

TABLE 13

RESPONSES TO THE UTILIZATION OF PUBLIC TRANSPORTATION
BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	83	21 %
No	312	79

TABLE 13A

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDE TOWARDS
OFFERING PUBLIC TRANSPORTATION FREE OF CHARGE

Response	Frequency	Percentage
Yes	76	19 %
No	319	81

TABLE 14

RESPONSE TO OWNERSHIP OF AN AUTOMOBILE
BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	382	97 %
No	13	3

TABLE 15

LOCATIONS THAT RESPONDENTS
CHOSE FOR A COMMUTER TRAIN CONNECTING
GREENFIELD TO OTHER PLACES
BY RANK, FREQUENCY, AND PERCENTAGE

Ranking	Location	Frequency	Percentage
1	Boston	149	24 %
2	New York	76	12
3	Northampton	27	4
4	Hartford	25	4
5	Amherst	16	3
6	Montreal	13	2

There were another 45 responses that identified another 16 towns/cities at a frequency that was less than 2% for each location.

TABLE 16

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS THE DEVELOPMENT OF A COMMUTER AIR SERVICE BETWEEN FRANKLIN COUNTY AND SELECTED LOCATIONS

Responses	Frequency	Percentage
Yes	134	34 %
No	261	66
Locations		
Boston	201	34
New York	155	26
Hartford	160	27
Montreal	71	13

TABLE 17

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS IMPLEMENTING THE RATIONING OF GASOLINE

Response	Frequency	Percentage
Yes	170	43 %
No	225	57

SECTION 3

WORK AND SHOPPING PATTERNS OF RESPONDENTS AND ATTITUDES TOWARDS BUSINESS, INDUSTRY AND GOVERNMENT

TABLE 18

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR WHERE RESPONDENTS WORK

Ranking	Place	Frequency	Percentage
1	Greenfield	255	41 %
2	Amherst/Hadley	33	5
3	Northampton	20	3
4	Shelburne	18	3
5	Athol	16	3
6	Springfield	8	<2
7	All over	5	"
7	Orange	5	"
7	South Deerfield	5	"
7	Turners Falls	5	"
8	Ashfield	3	"
8	North Adams	3	"
9	Boston	2	"
10	Brattleboro	1	"
10	Charlemont	1	"
10	Deerfield	1	"
10	Fort Devens	1	"
10	Gill	1	"
10	Keene	1	"
10	Pittsfield	1	"
10	Westover	1	"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 19

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS THE DEVELOPMENT OF A LARGE SHOPPING MALL IN FRANKLIN COUNTY

Response	Frequency	Percentage
Yes	142	36 %
No	253	64

TABLE 20

FREQUENCY AND PERCENTAGE OF RESPONDENTS WHO SHOP IN GREENFIELD

Response	Frequency	Percentage
Yes	378	96 %
No	15	4

TABLE 20A

FREQUENCY OF HOW OFTEN RESPONDENTS SHOP IN GREENFIELD PER MONTH

Number of Times Per Month	Frequency	Percentage
1 - 5	290	69 %
6 - 10	74	18
11 - 15	28	7
16 - 20	13	3
21 - Above	14	3

TABLE 21

FREQUENCIES AND PERCENTAGES OF RESPONSES
FOR AMOUNT OF SHOPPING

How Often	Frequency	Percentage
Daily	11	2 %
Three Times a Week	6	<2
Twice a Week	26	4
Weekly	128	21
Twice a Month	36	6
Monthly	23	4
Every other month	3	<2
Twice a Year	1	"
Yearly	2	"
Often	3	"
As Needed	18	"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 22

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR WHAT RESPONDENTS MOST FREQUENTLY SHOP FOR

Ranking	Item	Frequency	Percentage
1	Food	220	35 %
2	Clothing	114	18
3	Miscellaneous	53	9
4	Everything	36	6
5	Personal Needs	3	<2
6	Whatever they cannot grow	1	"

This question should be viewed as an indication of the typical shopping patterns of those who responded. It is realized that each of the items identified has to be purchased at one time or another by the population; however, this table indicates a pattern of these items that shoppers usually purchase during a given period.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 23

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES ON HOW THE COST AND SHORTAGE OF GASOLINE CHANGED SHOPPING HABITS

Ranking		Frequency	Percentage
1	No change	84	14 %
2	Fewer shopping trips	71	11
3	Shop closer to home	25	4
4	Buy sales items	14	2
5	Buy less	9	<2
6	Bulk buying	5	"
7	More gardening	2	"
8	Car pooling	1	"
8	Few alternatives	1	"
8	More walking and biking	1	"
8	Use public transportation	1	"

This survey was conducted during a period of limited quantities of gasoline allocations.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 24

RESPONDENTS' ATTITUDE TOWARDS ATTRACTING NEW INDUSTRY INTO FRANKLIN COUNTY BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	350	89 %
No	44	11

Of those who indicated a need to attract new industry, 149 (33%) suggested that the industry should be of the heavy industrial type and 302 (67%) of the responses indicated that light industrial concerns should be encouraged to come to Franklin County.

TABLE 25

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS ANY ADDITIONAL NUCLEAR POWER DEVELOPMENT IN FRANKLIN COUNTY

Response	Frequency	Percentage
Yes	156	39 %
No	239	61

TABLE 26

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS THE GOVERNMENT OFFERING FINANCIAL ASSISTANCE TO HELP ATTRACT BUSINESS AND INDUSTRY

Response	Frequency	Percentage
Yes	246	62 %
No	137	35
Unsure	12	3

TABLE 27

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS TOWN OR COUNTY OWNED ELECTRICAL COMPANIES

Responses	Frequency	Percentage
Yes	187	47 %
No	192	49
Unsure	15	4

TABLE 28

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS A COUNTY OPERATED WASTE DISPOSAL FACILITY

Responses	Frequency	Percentage
Yes	247	63 %
No	136	35
Unsure	10	2

TABLE 29

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS THE COUNTY SPENDING MORE TAX MONEY FOR HUMAN SERVICES

Responses	Frequency	Percentage
Yes	210	53 %
No	185	47

TABLE 30

FREQUENCY AND PERCENTAGE OF RESPONDENTS' ATTITUDES TOWARDS ELIMINATING TOTAL FINANCIAL CONTROL OF SCHOOLS FROM LOCAL SCHOOL COMMITTEES

Responses	Frequency	Percentage
Yes	200	52 %
No	187	48

TABLE 31

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR IMPROVEMENTS IN GREENFIELD AREA THAT WERE SUGGESTED BY RESPONDENTS

Ranking	Improvement	Frequency	Percentage
1	Transportation	131	21 %
2	Recreation	86	14
3	Beautify Downtown	59	10
4	Parking	31	5
5	Housing	30	5
6	Variety in Retail Stores	22	4
7	Youth Programs	20	3
8	Mass transportation through Franklin County	17	3
9	Attract Light Industry	12	2
9	Rest areas in Shopping Area	12	2
10	Better traffic control	11	2

Another 164 responses mentioned 72 other improvements that were suggested to be desirable for the Greenfield area.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 32

RANK, FREQUENCIES AND PERCENTAGES OF RESPONSES FOR SUGGESTIONS ON THE KIND OF LOCAL GOVERNMENT GREENFIELD RESIDENTS DESIRE FOR THE TOWN OF GREENFIELD

Ranking	Improvement	Frequency	Percentage
1	Do Not Change Existing Structure	76	12 %
2	Town Manager	68	11
3	Full-time Selectmen	26	4
4	Mayor and/or City Council	7	<2
5	Full-time Executive Secretary	3	"
6	Better Authority	1	"
6	Change in Personnel	1	"
6	Elimination of Needless Positions	1	"
6	Fewer Town Members	1	"
6	Full Advisory Board	1	"
6	Grants	1	"
6	No Favors	1	"
6	Representative from each district	1	"
			"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

Page 31 containing Table 33 "Attitudes Towards Governmental Services" has been deleted due to irreproducibility.

TABLE 34

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR THE CONTINUATION OF EXISTING OR THE DEVELOPMENT OF NEW COUNTY SERVICES

Ranking	Services	Frequency	Percentage
1	Continue All Services	351	56 %
2	Transfer Corrections to the State	75	12
3	Continue Extension Service	59	9
4	Continue County Correctional Institutions	35	6
5	Continue Human Services	15	2
6	Do Not Add New Services	9	<2
7	Develop County Energy Resources	8	"
8	Development of County Board of Selectmen from Individual Towns	7	" "
9	Continue County Planning	6	"
10	Continue County Court System	4	"
10	Drop Human Services	4	"

In addition to the above, 49 responses indicated a desire for 38 additional county services.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

SECTION 4

EDUCATIONAL NEEDS INFORMATION FOR GREENFIELD COMMUNITY COLLEGE

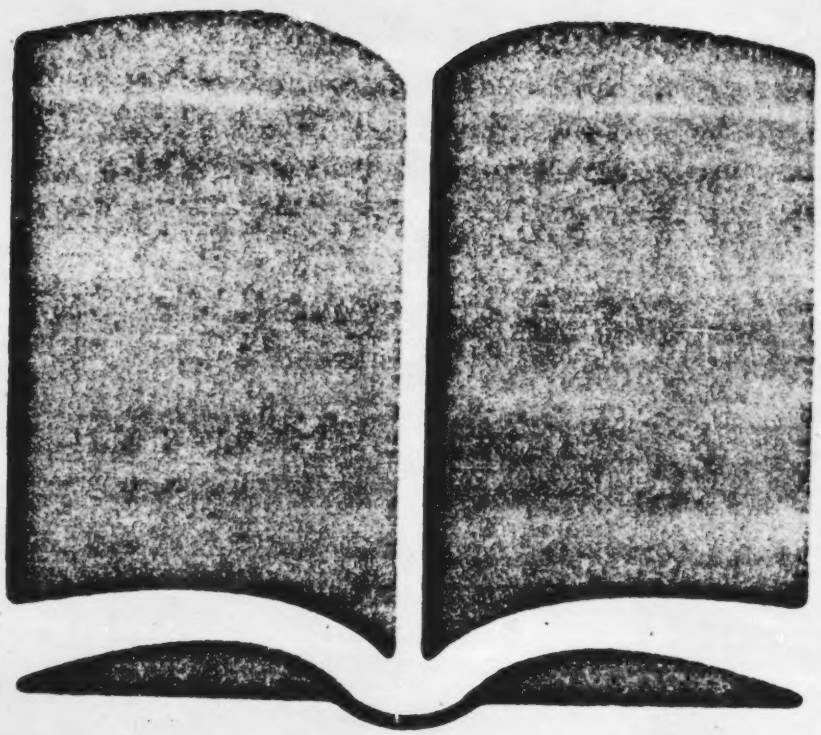

TABLE 35

FREQUENCY AND PERCENTAGE OF RESPONDENTS' KNOWLEDGE OF GREENFIELD COMMUNITY COLLEGE'S LOCATION

Responses	Frequency	Percentage
Yes	376	95 %
No	19	5

TABLE 36

FREQUENCY AND PERCENTAGE OF THE NUMBER OF PEOPLE WHO HAVE EVER BEEN TO THE GREENFIELD COMMUNITY COLLEGE CAMPUS

Responses	Frequency	Percentage
Yes	294	74 %
No	101	26

TABLE 37

FREQUENCY AND PERCENTAGE OF THE NUMBER OF PEOPLE WHO HAVE EVER ATTENDED A COURSE AT GREENFIELD COMMUNITY COLLEGE

Response	Frequency	Percentage
Yes	165	42 %
No	230	58

TABLE 38

FREQUENCY AND PERCENTAGE OF RESPONDENTS' DESCRIPTION OF THE QUALITY OF EDUCATION THAT STUDENTS RECEIVE AT GREENFIELD COMMUNITY COLLEGE

Response	Frequency	Percentage
Outstanding	34	9 %
Above average	142	37
Average	194	51
Below average	8	2
Poor	1	<2
Undecided	1	"

TABLE 39

RESPONDENTS' ATTITUDE TOWARD RECOMMENDING A FAMILY MEMBER OR FRIEND TO ATTEND GREENFIELD COMMUNITY COLLEGE BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	366	77 %
No	5	1
Maybe	106	22

TABLE 40

WHAT RESPONDENTS FELT WERE THE BEST TIME(S) TO OFFER COURSES AT GREENFIELD COMMUNITY COLLEGE BY FREQUENCY AND PERCENTAGE

Times	Frequency	Percentage
8:00 A.M. - 12:00 Noon	111	27 %
12:00 Noon - 4:00 P.M.	202	49
6:00 P.M. - 8:00 P.M.	46	11
8:00 P.M. - 10:00 P.M.	54	13

TABLE 41

WHAT WERE THE BEST DAYS TO OFFER COURSES AT GREENFIELD COMMUNITY COLLEGE BY FREQUENCY AND PERCENTAGE

Days	Frequency	Percentage
Monday	246	20 %
Tuesday	260	21
Wednesday	272	22
Thursday	248	20
Friday	128	11
Saturday	50	4
Sunday	24	2

TABLE 42

RESPONDENTS IMPRESSIONS OF GCC
BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage*
Excellent	88	15 %
Very Good	96	16
Good	328	56
Satisfactory	37	6
No Opinion/Unaware	38	7

*Based on total frequencies related to each item frequency.

TABLE 43

RANK, FREQUENCIES, AND PERCENTAGES FOR SERVICES THAT RESPONDENTS SUGGESTED GCC SHOULD PROVIDE

Ranking		Frequency	Percentage
1	Cultural Events	71	11 %
2	Miscellaneous Services	49	8
3	Recreation	33	5
4	Workshops	27	4
5	Forums	24	4
6	Counseling-Child/Adult	15	2
7	Theater	12	2
8	Courses for Elderly	8	1
9	On-the-job Training	7	1
10	More flea markets/Carnivals	6	1

Also, 78 respondents mentioned 50 other services that GCC could offer to be of better service to the community. Several people were unaware of cultural programs and the day care center. Others did not realize that organizations can use GCC facilities as a meeting place. Some people were also unaware that GCC will hold a class upon the request of a minimum of 15 people.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 41

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR COURSES OF INTEREST TO RESPONDENTS BUT NOT PERCEIVED TO BE AVAILABLE AT GCC

Ranking	Course	Frequency	Percentage
1	Medical Field	18	3 %
2	Arts and Crafts	16	3
3	None	14	2
4	Workshops	10	2
5	Art for Non-Majors	9	<2
5	Languages	9	"
6	Agriculture	8	"
7	Courses as Need Occurs	6	"
7	Expand Nursing	6	"
7	Technological Sciences	6	"
8	Fine Arts	5	"
8	Management	5	"
8	Sewing	5	"
8	Woodworking	5	"
9	Engineering	4	"
9	4 Year Degree Courses	4	"
9	Issues of Local Concern	4	"
9	L.P.N. Course	4	"
9	Parenting	4	"
9	Theater	4	"
9	Veternarian	4	"
9	Computer	4	"
10	Advanced Courses	3	"
10	Cooking	3	"
10	Day Classes Offered in Evening	3	"
10	Electronics	3	"
10	Forestry	3	"
10	Law	3	"
10	Local History	3	"
10	Music	3	"
10	Realty	3	"
10	Small Business Problems	3	"
10	Women's Problems	3	"
10	Energy Related	3	"

Another 80 responses mentioned 60 other courses.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 45

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR SUGGESTIONS ABOUT WHAT PHYSICAL FACILITIES SHOULD BE EXPANDED AT GCC

Ranking	Faciltiy	Frequency	Percentage
1	Gym	156	25 %
2	Theater	109	17
3	Day Care	87	14
4	As Needed	67	11
5	Athletic	16	3
6	Pool	15	2
7	Existing Facilities	8	<2
7	No idea	8	"
8	Art and Music	4	"
8	Conferences	4	"
9	Classrooms	3	"
9	Concerts	3	"
9	Fine Arts	3	"
9	Meeting Place	3	"
10	Dance	2	"
10	Drug Information for Teenagers	2	"
10	Non-Credit Workshops	2	"
10	Tennis Courts	2	"
11	Bowling	1	"
11	Library	1	"
11	Evening Music Class	1	"
11	Weekend Classes	1	"
11	Woodworking Shops	1	"
11	No Extra Tax Money	1	"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 46

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR GREENFIELD COMMUNITY COLLEGE SUMMER PROGRAMS SUGGESTED BY RESPONDENTS

Ranking	Courses	Frequency	Percentage
1	Programs Reflecting Emerging Needs	75	12 %
2	Rec. and Soc. Programs (young-old-handicapped)	37	6
3	High School Students	14	2
4	No ideas	13	2
4	Theater	13	2
5	Cultural	8	<2
5	Undecided	8	"
6	Art	7	"
6	Children's Programs	7	"
7	Music	4	"
7	Teenagers	4	"
7	Workshops	4	"
8	Crafts	3	"
8	Family Programs	3	"
8	Youth Programs	3	"
8	Year-round Classes	3	"
8	Social Gaps	3	"
9	Business	2	"
9	Career consultation for High School Students	2	"
9	Outdoor Recreation	2	"
9	Language	2	"
9	Lecture	2	"
9	Christianity	2	"
9	Remedial Reading	2	"
9	Health Area	2	"
9	Concerts	2	"
9	Self-sufficient Skills	2	"
9	Gardening	2	"
9	Summer Evening Classes	2	"
9	Economics	2	"
9	Upholstering	2	"

The respondents identified 25 additional courses that GCC could offer in the summer at a frequency of one for each recommendation.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

SECTION 5

HEALTH AND MEDICAL NEEDS INFORMATION

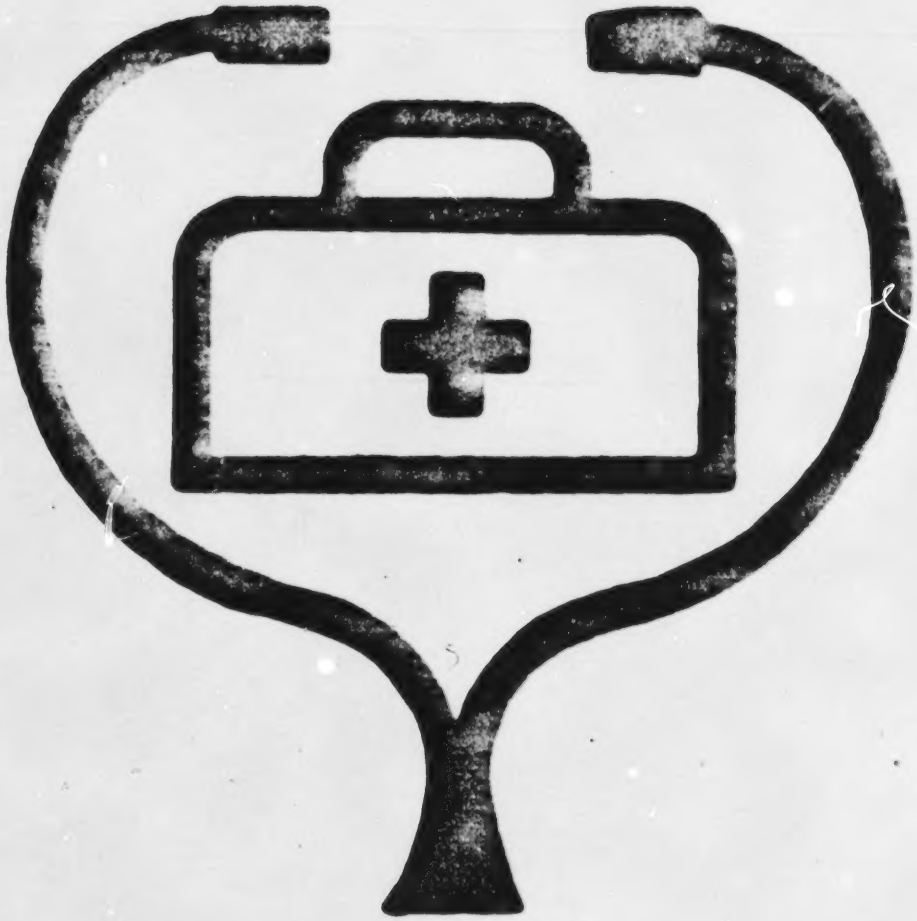

TABLE 47

INDICATION OF RESPONDENTS WHO USE A
FAMILY DOCTOR BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	300	76 %
No	95	24

TABLE 48

RESPONDENTS' BELIEF THAT MEDICAL EDUCATION IS A
DETERRENT TO HEALTH PROBLEMS BY FREQUENCY AND PERCENTAGE

Response	Frequency	Percentage
Yes	342	87 %
No	44	11
Not sure	9	2

TABLE 49

IDENTIFICATION OF HEALTH CARE ISSUES WHICH CONCERN/INTEREST THE RESPONDENTS THE MOST BY FREQUENCY AND PERCENTAGE

Health Care Issue	Ranking	Frequence	Percentage
Physcial fitness/ exercise	1	181	29 %
Stress Management	2	160	25
Alcohol use/abuse	3	152	24
Drug use/abuse	4	135	21
Weight control	5	106	17
Arthritis	5	104	17
Respiratory diseases	5	96	17
Depression	6	86	14
Dental Health	7	73	12
Childhood Illness	8	59	9
Eye Problems	8	56	9
Sex Education	8	53	9
Other	9	47	8
Rape/sexual harassment	10	45	7
Diabetes	10	43	7
Hearing loss/prevention	11	37	6
Venereal disease	12	18	3

Note: Respondents were directed to check three (3) issues.

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 50

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONDENTS' UTILIZATION OF NON-HOSPITAL PUBLIC HEALTH SERVICE AGENCIES

Ranking	Service	Frequency	Percentage
1	Mohawk Valley Health Center	14	2%
2	Valley Health Plan	5	<2
3	Amherst Medical Center	4	"
4	Home Care	3	"
5	Family Planning	2	"
5	V.N.A.	2	"
6	Alcoholics Anonymous	1	"
6	Beacon Clinic	1	"
6	B. P. Clinic	1	"
6	Chiropractor	1	"
6	District Nurse	1	"
6	Fort Devens	1	"
6	Free Clinics	1	"
6	Health Care Center	1	"
6	Infirmary at U. Mass	1	"
6	Lahey Clinic	1	"
6	Mass. Veterans Home	1	"
6	Mental Health	1	"
6	No. Quabbin Health Plan	1	"
6	Physical Therapy	1	"
6	Project Therapy	1	"
6	U. of Conn. Health Clinic	1	"
6	Westover Infirmary	1	"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the individual frequencies.

TABLE 51

FREQUENCY AND PERCENTAGE OF RESPONSES REGARDING HOUSEHOLD MEMBERS HAVING A LONG TERM OR CHRONICALLY DISABLING DISEASE

Response	Frequency	Percentage
Yes - they did have a disease	69	22 %
No - they had no disease	240	78

TABLE 52

SPECIAL MEDICAL EQUIPMENT/SERVICES REQUIRED FOR SPECIFIC DISEASES THAT AFFLICT RESPONDENTS OF FRANKLIN COUNTY

Name of Disease (Frequency)	Special Medical Equipment/Services Required
Addison's Disease (1)	Cortisone
Amputation (2)	None
Arthritis (8)	Cortisone, pain killers
Asthma (6)	Medication as needed
Bursitis (1)	None
Cancer (5)	Chemotherapy, group therapy
Diabetes (7)	Medication
Emphezyma (3)	None
Glaucoma (1)	Frequent check-ups with eye doctor
Heart Disease (9)	Medication
Herniated Discs (1)	Physical Therapy
Hypertension (3)	Frequent check-ups and medication; low salt diet
Leukemia (1)	Alternative treatment not offered in Massachusetts
Lung Disease (3)	None
Mental Disorder (3)	Psyciatric care and medication
Multiple Sclerosis (3)	
Ostomy (1)	Special equipment and supplies
Paget's Disease (1)	None
Parapalegic (1)	Physical therapy and medication
Pelvic inflammatory disease (1)	
Poor eyesight (1)	Glasses
Poor hearing (1)	Hearing aid
Stroke (5)	Physical and speech therapy
Varicose veins (1)	Frequent check-ups

TABLE 53

HOSPITAL, TYPE OF SERVICE, RESPONDENTS' FEELINGS, AND REASON FOR CHOICE OF HOSPITAL THAT RESPONDENTS UTILIZED BETWEEN THE YEARS 1977-79

Hospital or Institution	Type of Service Used	How did they feel about it (Frequency)	Why did they Choose the Hosp./Institution?
Athol	E.R., Outpatient, Inpatient	Good-2 Not Good-1	Doctor on staff
Boston University	Spinal trauma unit	Very good	Edward Kennedy
Brattleboro	Inpatient	Impersonal	No choice
	X-ray	Departmentalized	
Cooley Dickinson	Emergency Room	Terrible-1 O.K.-1	Closest
	Lab and X-ray	Good-3 Very Good-2	
	Maternity	Good	Doctor on staff
	Surgery	Good-2 Care could have been better-1 Poor-1 Nurses overworked-1	Doctor on staff
Farren	Emergency Room	Good-9 Excellent-11	Closeness
	X-ray - Lab	Expensive-1	
	I.C.U.	Good-1	
	Inpatient	Excellent-3 Good-10	
	Outpatient	Good-3	
	Surgery	Adequate-1 Good-4 Excellent-7	
Franklin County	All services	Good-30 Very Good-20	Closeness
	Emergency Room	Bad-7 Good-13 Excellent-3 Expensive-1 Impersonal-1 Slow-2 Needs more staff-1 Doctors rude-1 Not told of side effects of medication-1	Doctor on staff
	X-ray - Lab	Fair-2 Good-3 Excellent-11	
	Inpatient	Fair-1 Lousy-2 Good-6 Very good-1 Excellent-1	
	Maternity	Fair-1 Lousy-1 Good-2 Excellent-9	
	Outpatient	Good-1 Excellent-2	
	Pediatrics	Lousy-1 Excellent-2	
	Physical Therapy	Disappointing-1	
	Surgery	Adequate-4 Good-38 Very good-1	
Holyoke	All services	Good-1	Closeness
Hunt Memorial	Emergency Room X-ray - Lab	Very Good-1	Doctor on staff
Mary Hitchcock	All services	Good-1	Need them
Mass. General	Surgery	-	-
Northampton	Inpatient-Psychiatric Care	Good-1	Only available facility
University Health Services	Dental	Good-1	-
Wesson	Surgery	Good-1 Better care than FCPH-1	Doctor

TABLE 54

RANK, FREQUENCIES, AND PERCENTAGES OF RESPONSES FOR IMPROVEMENT OF HEALTH CARE SERVICES IN FRANKLIN COUNTY

Ranking	Improvements	Frequency	Percentage
1	Free Clinics	17	3 %
2	Adequate now	14	2
3	More general practicioners	11	2
4	Lower medical costs	10	2
4	Improved services for elderly	10	2
5	Weekly clinics	9	<2
6	More medical centers	4	"
7	Alternative Health Techniques	3	"
7	Better M.D.'s	3	"
7	Full expansion	3	"
7	HMO	3	"
7	Home care more feasible to average income	3	"
7	M.D.s to make more house calls	3	"
7	M.D.s more available	3	"
8	Focus on human needs	2	"
8	Health education	2	"
8	Improved emergency service at FCPH	2	"
8	Less interference in hospital affairs	2	"
8	More and younger M.D.s	2	"
8	More Home Care workers	2	"
8	More training	2	"
8	Preventative medicine	2	"
8	V.N.A. expanded	2	"
9	Better facilities	1	"
9	Child care clinics	1	"
9	Combine with local hospitals	1	"
9	Counseling for youth	1	"
9	Diet counseling	1	"
9	V.D. educational treatment	1	"
9	Expand Home Care	1	"
9	Expand M.V.M.C.	1	"
9	Valley Health Plan	1	"
9	Family planning cleaned up	1	"
9	Federal assistance	1	"
9	Trauma Center	1	"
9	Full-time M.D. at M.V.M.C.	1	"
9	Health and sex education in schools	1	"
9	Transfer of patient from hospital to nursing home more adaptable for patient	1	"
9	Hearing aid supplies in Greenfield	1	"
9	Hospital patients made more aware of home health care	1	"
9	Less strict rules in emergency room of F.C.P.H.	1	"

TABLE 54 (Continued)

Ranking	Improvements	Frequency	Percentage
9	M.D.s. closer to Ashfield	1	<2
9	M.D.s talking more to nurses	1	"
9	Transportation to hospital	1	"
9	More E.M.T. services	1	"
9	More publicity for existing services	1	"
9	More specialized medicine	1	"
9	More nurse practioners	1	"
9	More support for mentally disabled	1	"
9	More staff in hospital	1	"
9	More spiritualists	1	"
9	More surgical expertise	1	"
9	Program in midwifery	1	"
9	Quieter maternity ward	1	"
9	Retention of services at Farren	1	"
9	Services for troubled teens	1	"
9	Take more time for treatment in E.R. of F.C.P.H.	1	"

Note: Percentages in this table are based on the relationship between the sample population of 623 and the indivudual frequencies.

TABLE 55

RESPONDENTS' INTEREST IN OBTAINING INFORMATION ABOUT A HEALTH MAINTENANCE ORGANIZATION (HMO) FOR THE RESIDENTS OF THE FRANKLIN COUNTY AREA

Responses	Frequency	Percentage*
Yes	281	77 %
No	52	14
Undecided	31	9

TABLE 56

BASED ON THEIR KNOWLEDGE OF A HEALTH MAINTENANCE ORGANIZATION (HMO), RESPONDENTS' PERCEPTION THAT HMO IS AN ALTERNATIVE TO THEIR PRESENT INSURANCE

Responses	Frequency	Percentage*
Yes	227	41 %
No	182	32
Undecided	150	27

*Based on total frequencies related to the frequency of each item.

APPENDIX A

GREENFIELD COMMUNITY COLLEGE
Greenfield, Massachusetts 01301
(413) 774-3131

August 16, 1979

Dear Opinion Maker:

You are in a select group of two percent of all Franklin County residents who are being asked to give your opinion and advice on the future of the area in which you live. We need your help.

The Franklin County Planners, Greenfield Town Planners, Franklin County Public Hospital and Greenfield Community College are cooperatively obtaining information relevant to the future of our various areas of interest. The most necessary and important ingredient of planning for the future is public opinion. Therefore, the above groups are conducting a survey during August and September to obtain your thoughts about several topics concerning the Franklin County area.

You have been selected to represent your town as a participant in our survey.

Enclosed you will find two parts of the project. Please complete the first part, which covers demographic material (i.e. family size) and return it in the enclosed envelope. The second part covers the questions which will be asked in our telephone interview.

One of our interviewers will contact you between August 24th and September 14th for a 20-minute telephone survey at which time you will have the opportunity to share your thoughts.

Your opinions are very important to us. However, if you do not wish to participate in the survey, please call Ms. Andrea McAuslan, Greenfield Community College (Area Code 413, 774-3131, Extension 209) before August 24th. Your community's future will, in part, be influenced by the results of this project. Thank you for your interest and assistance.

Sincerely,

Nancy L. Goodwin

Nancy L. Goodwin
President

NLG/se
Encl.

APPENDIX B

PART ONE

Each of the following questions is necessary so that we can determine the opinions of groups of residents in the county. Your answers will be added to those from other people and will be looked at only as a group. Each question requires a short answer and it is important that you complete each one.

When you have completed this part, please put it in the enclosed envelope and return it at our expense. Thank you for your participation.

1. How many people live in your household?_____

2. From the following age ranges, how many members of your household are in each one?

   Less than 10 years old_____

   11 years to 20 years old_____

   21 years to 30 years old_____

   31 years to 40 years old_____

   41 years to 50 years old_____

   51 years to 60 years old_____

   Over 60 years old_____

3. Please check the total gross income before taxes of your household (per year)

   _____Less than $5,000 _____$15,000 to $19,999

   _____$5,000 to $9,999 _____$20,000 to $24,999

   _____$10,000 to $14,999 _____Over $25,000

4. Are you employed full time? Yes_____No_____

   Are you employed part-time? Yes_____No_____

   How many people in your household are employed part-time_____full-time_____?

5. If you are employed:

   Where do you work?_____

   What do you do?_____

6. Do you own your own home/apartment? Yes_____No_____

   Do you rent your home/apartment? Yes_____No_____

   Are you satisfied with your home/apartment? Yes_____No_____

7. How long have you lived in your present residence?_____

8. How long have you lived in Franklin County?_____

9. What is the highest educational level that you have completed?

   _____Less than a high school diploma

   _____High school graduate

   _____Some college, but no degree received

   _____Associate degree (2 years)

   _____Bachelor's degree

   _____Master's degree

   _____Beyond a master's degree

10 Do you have a family doctor? Yes_____No_____

11. Do you use public transportation? Yes_____No_____

12. Do you have an automobile? Yes_____No_____

13. Do you think that Franklin County should actively seek new industry?

    Yes_____No_____

    If yes, should it be heavy industry? Yes_____No_____

    or light " ? Yes_____No_____

14. Would you favor the development of commuter train service in Franklin County?

    Yes_____No_____

    If yes, where would you like it to go?_____

15. Would you favor the development of a commuter air service in Franklin County?

    Yes_____No_____

    If yes, which of the following cities should it go to?

    Boston_____ Hartford_____

    New York_____ Montreal_____

16. In your opinion, can medical education prevent health problems?

Yes_____No_____

17. From the following list, please check the three(3) health care issues which concern or interest you the most:

_____Stress management
_____Alcohol use/abuse
_____Sex education
_____Weight control
_____Venereal disease
_____Dental health
_____Diabetes
_____Depression
_____Arthritis
_____Childhood illness
_____Drug use/abuse
_____Eye problems
_____Hearing loss/prevention
_____Physical fitness/exercise
_____Rape/sexual harassment
_____Respiratory diseases
_____Other

18. Do you favor any additional nuclear power development in Franklin County?

Yes_____No_____

19. Do you favor the rationing of gasoline? Yes_____No_____

20. Would you favor town or county owned electrical companies?

Yes_____No_____

21. Should total financial control be eliminated from local school committees?

Yes_____No_____

22. Should the county spend more tax money for human services?

Yes_____No_____

23. Should the county operate a waste disposal facility?

Yes_____No_____

24. Would you like to see a large shopping mall in Franklin County?

Yes_____No_____

25. Do you ever shop in Greenfield? Yes_____No_____

If yes, how often per month?_____

26. Should the government offer financial assistance to help attract business and industry? Yes_____No_____

27. Do you think public transportation should be free of charge?

Yes_____No_____

28. Do you know where Greenfield Community College is located?

Yes_____No_____

29. Have you ever been to the Greenfield Community College campus?

Yes_____No_____

30. Have you ever attended a course at Greenfield Community College?

Yes_____No_____

31. Please check the word you feel describes the quality of education students receive at Greenfield Community College.

_____Outstanding

_____Above average

_____Average

_____Below average

_____Poor

32. Would you recommend that a friend or family member attend Greenfield Community College? Yes_____No_____Maybe_____

33. If you were to take a course at the College, what time of day would you want it to be offered?

_____Between 8:00 A.M. - 12:00 Noon

_____Between 12:00 Noon - 4:00 P.M.

_____Between 6:00 P.M. - 8:00 P.M.

_____Between 8:00 P.M. - 10:00 P.M.

34. If you were to take a course at the College, what day or days of the week would you like it to be offered?

_____Monday

_____Tuesday

_____Wednesday

_____Thursday

_____Friday

_____Saturday

_____Sunday

APPENDIX C

PART TWO

You will be contacted by an interviewer who will be asking you the questions listed below. We are providing you with these so that you might have some time to think about your answers.

Your assistance in this project has been very helpful and we appreciate it. Thank you. Please have this available when your interviewer calls so that your interview will be more convenient for you.

1. What are your major recreational interests?

2. In your opinion, what is the most serious problem facing the citizens of Franklin County?

3. What is the most serious problem facing you and your family?

4. What is your general impression of Greenfield Community College?

5. Do you feel that the College should provide services other than classes to the community? If so, which ones?

6. What programs or courses would you like to have offered at the College which are not presently available?

7. Do you feel that the facilities at the College should be expanded? (i.e. a gym, theater, day care/child care, conference rooms)

8. Should the College offer more programs for the community during the summer? If so, what kinds?

9. Do you or any member of your household have a long term or chronically disabling disease? If yes, what?

   Does this disease require any special equipment or medical service? If so, what kind?

10. Have you or any member of your household used a hospital during the past two years? If so, what is the name of the institution?

    What type of service was used? (Emergency Room, Outpatient Surgery, Laboratory, X-ray, Inpatient, etc.)

    How did you feel about your experience?

    Why did you choose the particular institution named above?

11. Do you and your household use additional public health care services other than hospitals?

12. How would you improve the health care services in Franklin County?

13. Where do you shop? How often? For what?

14. How do you think your shopping will change as a result of increasing costs and shortages of gasoline?

15. What would you like to see improved in the Greenfield area? (i.e. recreational facilities, transportation, housing, retail stores, etc.)

16. <u>This question is for Greenfield residents only.</u>

    What kind of government would you like for Greenfield? (i.e. present O.K., mayor and city council, town manager, full-time selectmen plus council - what?)

17. <u>This question is for all residents of the county outside of Greenfield.</u> Would you be in favor of your town employing paid professional management personnel? If yes, what responsibilities should this person (or persons) have and how would you propose paying for it?

18. Franklin County government provides the following services: planning, human service funding, corrections, and extension service. In the future, which of these should be continued as a county responsibility and what new functions should Franklin County government undertake?

19. Which community facilities and services being provided by your town through tax dollars do you feel:

    a. are less than adequate

    b. should be expanded

    c. should be dropped

    d. should be added

20. One option for health care which is not generally available to most Franklin County residents is a Health Maintenance Organization (HMO). An HMO normally provides its members with doctor and non-major medical services on a fixed membership fee basis. Should information on this option be made available to all of Franklin County? Based on your knowledge of an HMO do you feel it is an alternative to your own insurance?

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